



DEFENSE INFORMATION SYSTEMS AGENCY

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IN REPLY
REFER TO: Network Services (NS3)

29 September 2009

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Department of Defense (DoD) Unified Capabilities Approved Products List (UCAPL) approval of Cisco Unified Contact Center Express (CUCCX) with Software Release (Rel.) 6.0 (1) Service Release (SR) 1 es5 Tracking Number (TN) 0816801, as Automated Call Distributor (ACD).

Reference: (a) DoDI 8100.3, "DoD Voice Networks," 16 Jan 2004.

1. DoD UCAPL approval of Cisco Unified Contact Center Express (CUCCX) Rel. 6.0(1) SR1 es5 TN 0816801 as ACD has been granted. This solution achieved IA Accreditation from the Defense IA/Security Accreditation Working Group (DSAWG) on 10 March 2009. This solution achieved Interoperability Certification (IOC) on 24 March 2009 from the Joint Staff. This approval is effective upon the date of this memorandum and expires **24 March 2012** unless a critical issue is identified that invalidates either the Interoperability or the Information Assurance posture of this product as determined by the Joint Staff or the DISN DAA. Please note that Services and Agencies are required to recertify and reaccredit their systems every three years. Please refer to the UCAPL for official posting of this solution at the following URL:
<http://jitc.fhu.disa.mil/apl/index.html>.

2. This product/solution must be implemented only in the configuration that was tested and approved in the IOC letter and Information Assurance Accreditation Package (IAAP). The IOC letter containing detailed configuration on this product will be available at the following URL:
http://jitc.fhu.disa.mil/tssi/cert_pdfs/cisco_acd_uccx6sr1.pdf
On 23 September 2009, DSAWG approved the following extension via e-vote:
http://jitc.fhu.disa.mil/tssi/cert_pdfs/cisco_acd_ucce_601sr1es5.pdf.

3. Due to the sensitivity of the information, the IAAP for this solution must be request directly from the Unified Capabilities Certification Office (UCCO).

E-Mail: UCCO@DISA.MIL

UCCO Process Questions: (520) 538-3234 DSN 879

UCCO Process Manager: (703) 882-0762 DSN 381

for JESSIE SHOWERS

Chief, Real Time Services Division